

## Effect of Physical Resource Allocation Strategies on Public Service Delivery: A Case of Vihiga County Government, Kenya

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### ABSTRACT

*Resource allocation strategies are important components of the strategic management process. They are applied by organizations during the implementation of a formulated strategy so as to achieve competitive advantage in markets. The purpose of this study was to determine how strategies for allocating physical resources affect the delivery of public services in Vihiga County. Asset-based views and systems theories were embraced to help the review. During the course of the investigation, a descriptive survey research design was used. A target population of 593 individuals was used, and a sample size of 234 respondents was picked in view of Krecjic and Morgan's recipe. The respondents were distributed among the participating institutions, and each participant was selected at random. Respondents were selected from health and Early Childhood Development (ECD) facilities, primary and secondary schools, trade, infrastructure, and public service departments to fill out questionnaires. The researcher conducted in-person interviews with selected administrators as well as document analysis within the finance department. Descriptive statistics like frequencies, percentages, and means were used to collect and analyze the data using both qualitative and quantitative methods. Using SPSS, quantitative data were analyzed to determine how strong the relationship was between the variables and the results shown in tables, graphs, and charts. The regression model's estimates of the regression show that strategies for allocating physical resources have a significant impact on the delivery of public services. The estimates of the significant regression coefficient are  $r = 0.649$ ,  $t = 7.819$ , and the  $p$ -value is 0.01. The coefficient estimate's  $P$ -value is less than 0.05, indicating significance at the 95% confidence level. According to this significant estimate, the levels of the public service delivery index would rise by 0.649 units if physical resource allocation strategies were increased by one unit in county government. The findings made it possible to draw the conclusion that the Vihiga County government's resource allocation strategies and public service delivery have a positive and significant relationship, and that government regulation has a positive and significant effect on moderating the relationship. The study recommends that adequate financing of technological resources should be done at all times to enable efficient monitoring of service provision. The study becomes reference material for all county government staff, policymakers, and other institutions in Kenya.*

**Keywords:** Resource Allocation, Public Service Delivery, Financial Resource Allocation, Vihiga County Government, Kenya

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### I. INTRODUCTION

David (2013) defined strategic management as the art and science of making, putting into action, and evaluating cross-functional decisions that help organizations achieve their goals. According to Smith et al. (2015), strategic planning is a process that focuses on examining the current and future environments, establishing the organization's goals, and implementing and controlling decisions aimed at achieving those goals in the current and future environments. Thompson et al. (2008) record that execution is a fundamental part of the vital administration process and might be characterized as correspondence, understanding, reception, and establishment of smart courses of action.

Strategic plans comprise a careful allocation of resources, which are assets available for use by the business entity in order to achieve desired goals. These assets are usually in the form of finance, which is made up of capital employed in the business, while people manage the finances through processes by way of skills, talents, and training. Physical resources comprise materials or goods, working tools, infrastructure, and information technology.

Resource allocation is therefore the process of distributing the available resources to strategic activities aligned with organizational goals (Mohamed, 2015). The distribution is part of the strategy implementation process, which involves designing and managing related frameworks to accomplish the best combination of individuals, design, cycles,

and assets while aiming at realizing organizational goals as stated in a formulated strategy and achieved through the strategic planning process.

In Kenya, several studies have been conducted, but the researcher has specifically picked two because of their relevance. In their focus on the impacts of asset assignment on system execution at the Kenya Police Administration in Nairobi District, Lemarleni et al. (2017) concluded that the Kenya Police Service's allocation of financial resources is significantly inadequate for strategy implementation. The bureaucracy involved in receiving financial resources within the police system was blamed for the flaws. Inadequate and incorrect distribution of these resources hinders strategy implementation efforts, resulting in inadequate service delivery. Kolil et al. (2019) found that resource allocation has a significant impact on service delivery in county governments in the North Rift region of Kenya, since service delivery as a resource contributed up to 35% of service delivery results.

Effective strategy implementation can only be realized through an established environment with adequate infrastructure that will propel the implementation process (Hrebiniak, 2006). This environment comprises physical resources, which include machinery, computer equipment, materials, and tools of trade. Machinery is characterized by high costs, while computer equipment is associated with service-based activities for clients. Materials refer to goods used in the production of new items for sale, while tools of the trade include skills, talents, and office implements that facilitate workflows and tasks. Firms with updated technology will have an upper hand over their equal competitors.

According to Kaaria et al. (2018), technology gives organizations valuable assistance in implementing new policies, procedures, and initiatives, in addition to monitoring and evaluating the strategic processes being undertaken. Adopting technology in public sector organizations will therefore facilitate an efficient strategy implementation process that will yield desirable high-end achievements.

Service delivery is an outcome of customer service, which includes account management, customer intelligence, and continuous improvement of processes that are reviewed regularly to ensure improved perception by the clientele towards the organization's delivery channels. County governments in Kenya form a major part of the public sector, whose major role is to bring services closer to the people. These counties were born out of the 2010 constitution, which introduced a devolution system of governance in Kenya. The World Bank (2012) asserts that devolution enhances protection of citizens' rights through the capacity building of units of the local government that were anticipated to provide faster and better services. Moindi (2014) defines devolution as the process of decentralizing services with the aim of improving governance by listening to the voices of the masses and improving performance in their economic environment.

Globally, the United States of America remains the most successful devolution government, lasting over two centuries, while India is the next, with an experience of over sixty years (Awour, 2020). Bigambo (2013) confirms that devolution came to Africa through Ethiopia in 1994 and was extended to Uganda (1995), South Africa (1996), and Nigeria (1999). Kenya adopted this system of governance in March 2013 and established forty-seven county governments, including Vihiga County, whose infrastructure and human capital are sourced locally. Financial resources are realized from revenue collections, conditional grants procured from like-minded partners, and the disbursement of a 15% equitable share by the central government.

In their 2nd County Integrated Development Plan (CIDP) 2018–2022 report, Vihiga County recorded challenges of unique infrastructure development, inadequate funding and public involvement, procurement delays, and disbursement shortfalls. In October 2019, Transparency International, through a social audit survey on the health sector, confirmed similar shortfalls resulting in poor public service delivery in the county. It is against this background that the researcher undertook to establish the “effect of resource allocation strategies on public service delivery in Vihiga County Government, Kenya.”

### 1.1 Statement of the Problem

Strategy implementation is the process of taking action to ensure the adoption of decisions emerging from the process of strategic planning. The plan plays a major role in the implementation since it is used as a guide for the proper utilization of available resources. Rogers and Garrick (2006), in their study, advised that resource allocation should be provided in an open and consistent framework for comparative efficiency in budgetary allocation decisions that enhances accountability while maintaining service targets. Policy regulations, managerial competencies, and resource allocations are the critical factors that affect strategy implementation. According to Mutisya and Makokha (2016), many organizations formulate good strategies for their desired future operations, but a challenge during implementation makes it difficult to realize the ambitions. The best strategies may therefore fail if not properly implemented.

Moindi (2014) confirms that counties in Kenya face a challenge in resource mobilization and do not have a resource allocation policy in place. Vihiga County is one of the counties where poor public service delivery has been reported through their 2nd CIDP review, covering the period 2018–2022. The report exposed the challenges of unique

infrastructure development, procurement delays, and disbursement shortfalls that adversely affected service delivery in the county. Transparency International, Kenya (2019), reviewed a social audit survey done by Clarion (2018) on the health sector in Vihiga County and confirmed that no public participation is undertaken in the county's financial resource allocations. In addition, the review confirmed that capacity building was lacking and that there was a serious staff shortage that adversely affected public service delivery. The researcher undertook this study to establish the causes of these shortcomings by investigating the impact of strategies for allocating resources on the provision of public services in the Kenyan county government of Vihiga.

### 1.2 Objectives of the Study

To examine the effect of physical resource allocation strategies on public service delivery in Vihiga County government, Kenya.

### 1.3 Hypothesis of the Study

H<sub>01</sub>: Physical resource allocation strategies have no significant impact on the delivery of public services by the government of Vihiga County.

## II. LITERATURE REVIEW

### 2.1 Concept of Resource Allocation

Resource-Based View Theory (Barney, 1991) defines resource allocation as the process of assigning finances and managing physical assets together with human capital in a manner that supports an organization's strategic goals. He then opines that organizations' resources are thought to be very important for maintaining a company's competitive advantage and superior performance. In order to determine the most efficient course of action that maximizes the use of limited resources to achieve the best return on investments, the resource allocation process involves balancing competing needs and priorities. Assets are either substantial or theoretical in nature, with extraordinary capacities that drive authoritative execution. A set of resources' capability is their ability to interact with one another during a stretch task. According to Barney (1991), organizations' management should reserve sufficient financial, human, and physical resources for their operations and processes to generate above-average returns.

Devolved governance is becoming a popular mode of public administration around the world (World Bank, 2012). The United States of America has the oldest decentralized system of governance, having been in place for more than two centuries. India is the next-oldest devolution system of governance, with an experience of over sixty years. According to Bigambo (2013), devolution came to Africa through Ethiopia in 1994 and was adopted by Uganda, South Africa, and Nigeria in 1995, 1996, and 1999, respectively. Be-ere (2022) records that many countries across Africa are progressively turning towards devolution on account of its advantages of accommodating variety, working on fundamental administrations, inspiring higher development, and ensuring good governance. Kenya implemented this system in 2013, in line with the promulgated 2010 constitution.

Moindi (2014) confirmed that the allocation of resources in devolved units is based on individual county needs, and therefore maximum efficiency was achieved. Resource allocation strategies applied in the counties included an objective-based allocation strategy, which is used when selecting utility resources based on high, medium, or low expectation levels, taking into consideration response time, targets, and achievable profits. The next strategy is a results-based approach, where a decision is made to allocate resources based on current performance and results. Policy-based allocation is the next strategy, which relates to a multi-cluster environment where appraisal provides a framework for evaluating the trade-offs between the programs that are available and accommodating viewpoints from the various user departments. Priority-based allocation is a strategy in which high-priority activities are taken into consideration when allocating resources to achieve goals. Eminently absent is the hierarchical approach to controlling the conceivable mistake of whimsical human instinct while applying these methodologies. On his part, Mohammed (2018) concentrated on the asset distribution challenges confronting these province states and noticed significant deficiencies such as postponements in the arrival of assets by the public depository and the inability of the resources provided or received to meet the citizens' identified requirements and needs.

Every county was able to apply the strategy in a variety of ways because there was no policy in place for how to allocate resources. Biwot (2017) looked at the effects of revenue mobilization infrastructure and the challenges county governments face in revenue mobilization. The conclusion was that a positive unit increase in resource allocation led to an increase in service delivery, proving that good services require adequate resource allocation. The World Bank, in their warning on Making Devolution Work for Administration Conveyance in Kenya (World Bank, 2022), affirmed that a financial structure was laid out for dividing incomes among the public government and the district states. However,

the performance of these counties in planning and budgeting undermines the quality and sustainability of services. Counties' budget execution rates are also very low, especially for development. While citizens within the counties are legally bound to participate in planning and budgeting activities, counties rarely consult with them before resources are allocated.

Vihiga County, as a devolved unit, receives the bulk of its financial resources from the central government. Local collection of revenue by most counties has in the past experienced challenges as realized revenue has always been below the expected levels (Biwott, 2017). Counties are therefore dependent upon the equitable share of funding from the national government, which is considered inadequate to meet citizens' expectations of infrastructure development and, by extension, service delivery. In their CIDP report for 2018–2022, Vihiga County recorded shortcomings such as inadequate public participation and funding, delays in receiving funds from the national government, and incomplete infrastructure development. It is for these reasons that the researcher was prompted to investigate the impact of strategies for allocating resources on the provision of services in the Kenyan government of Vihiga County.

## **2.1 Physical Resource Allocation Strategies and Public Service Delivery**

Physical resources are the necessary and tangible infrastructural items that enable a business to function (Barney, 1991). They refer to all the tangible resources useful in the operations of a business and necessary for the firm's production and service-based requirements. Obvious and dispensed assets emphatically add to the viable running of the association and straightforwardly affect the degree of efficiency and execution (Stacey, 2011). Resources include machinery, which is characterized by high purchase costs; materials, which are used in the production of new items for sale; and computer equipment, along with well-trained customer care staff to facilitate service delivery.

Njagi et al. (2018) reported that a large portion of the wellbeing offices in the Chittoor region of Andhra Pradesh in India needed drug supplies, symptomatic gear, and other clinical gadgets, prompting a horrible showing of public medical clinics. The hospitals' poor performance was caused by inadequate funding for supplies, physical resources, and equipment maintenance. According to Chatterjee and Wernerfelt (1991), the significance of effective resource management lies in ensuring that the organization has the appropriate resources in the appropriate location at the appropriate time so that its project can proceed as planned.

Sadiq (2019), in his study, affirmed that reasonable correspondence diverts are expected to improve and keep up with responsibility for every single pertinent administrator and functional worker. Those organizations that embrace data and innovation allot their assets fittingly admirable, which subsequently greatly improves correspondence. The relevant managers and operational employees can easily account for changes that occur during the processes. Employees can track implementation, performance goals, and accomplishments courtesy of technology. Framework runs the applications for interaction exchanges and client information that yield market bits of knowledge and upholds the insightful apparatuses that assist leaders with pursuing and conveying opportune choices. In his study, Maitho (2017) sought to determine the connection between the quality of customer service and the level of ICT adoption. He confirmed that client satisfaction increased and staff procurement became faster as a result of ICT adoption. Ougo (2010) investigated ICT as a strategic approach to service delivery in the Ministry of Home Affairs and the Office of the Vice President. He confirmed from respondents that, in comparison to the days of manual processes, ICT had improved service delivery to both internal and external customers.

Some functions that were previously managed by the national government are now overseen by county governments, including the provision of health care, pre-primary education, and road maintenance. They get a portion of public income, which is used to further develop foundations in their regions. A review led by Clarion in Vihiga District under the GIZ Wellbeing Area Program was delivered by Straightforwardness Worldwide (Transparency International, Kenya, 2019). The results of the survey showed that poor service delivery in the health sector was caused by the county's lack of public participation, inadequate infrastructure, and insufficient staffing. By examining the effect of physical resource allocation strategies on the delivery of public services in the Vihiga County government in Kenya, the researcher set out to investigate the beneficial output of the county's physical resources.

## **IV. RESULTS & DISCUSSION**

### **2.1 Physical Resource Allocation Strategy and Public Service Delivery**

In our literature review, Barney (1991) confirmed that physical resources refer to all the tangible resources useful in the operations of a business and necessary for the firm's production and service-based requirements. Chatterjee and Wernerfelt (1991) advised that the significance of effective resource management lies in ensuring that the organization has the right resources in the right place at the right time so that the project can proceed as planned. It was on this understanding that the results in Table 1 were obtained from respondents to represent their varied opinions



against each indicator based on a 5-point likert scale where: S/D = Strongly Disagree, DIS = Disagree, NUE = Neutral, AG = Agree, S/A = Strongly Agree.

**Table 1**  
*Physical Resource Allocation Strategy and Public Service Delivery*

	<b>Indicator</b>	<b>S/D</b>	<b>DIS</b>	<b>NEU</b>	<b>AG</b>	<b>S/A</b>
		%	%	%	%	%
1	Government and other development partners allocate adequate resources to the county	14.7	34.1	10.1	18.9	22.1
2	County Government has adequate Machines and Equipment	16.1	31.3	12.0	19.4	21.2
3	Adequate technological infrastructure is in place	9.7	14.3	17.1	30.9	28.1
4	Adequate resource allocation enhances public service delivery	17.5	16.1	9.2	27.2	30.0
5	Appropriate technological infrastructure improves public service delivery.	6.9	9.2	13.8	35.5	34.6
6	Physical resource allocation is always based on priority	18.9	14.3	20.3	25.8	20.7
7	Efficient use of public resources adhered to when implementing projects.	29.0	30.0	7.8	19.4	13.8
8	Principles of public expenditure are adhered to during project implementation.	25.3	28.1	18.4	15.2	12.9
9	Adherence to principles of public expenditure enhances public service delivery.	8.8	12.0	13.8	34.1	31.3
10	Use of physical resources is strategically managed and monitored	14.7	34.1	10.6	18.4	22.1

The purpose of the first indicator was to ascertain respondents' perceptions regarding the extent to which the government and other partners in development finance infrastructure development. The majority of respondents, 48.8%, were not in agreement or strongly disagreed that the government and other partners in development allocate sufficient funds to finance infrastructure development. However, 41% agreed or strongly agreed, while 10.1% were neutral. This is an obvious sign that in the Vihiga region government, assets are not satisfactory, which adversely influences successful help conveyance. This confirms the observations by Mohammed (2018) that there was an inadequacy of allocated resources to meet citizens' requirements in the counties.

The majority of respondents (47.4%) disagreed or strongly disagreed with the claim that the county government has sufficient machinery and equipment to provide citizens with effective service. Nonetheless, 12% of the respondents were nonpartisan, while 40.6% concurred or unequivocally concurred. This indicates that the government of Vihiga County lacks adequate machinery and equipment, which may significantly hinder efficient service delivery. This confirms Clarion's (2018) findings in his study under the GIZ Health Sector in Vihiga County, where he advised of the lack of machines and hospital equipment as a serious shortcoming.

The concentrate likewise looked to understand what the respondents saw in the inquiry: that sufficient mechanical foundation is set up for the execution of provincial administrations. The majority of respondents (59%) agreed or strongly agreed that the technological infrastructure for implementing county services is adequate. However, 24% disagreed or strongly disagreed, while 17.1% were neutral. According to Sadiq (2019), technological infrastructure runs the applications that process transactions and supports analytical tools that help in making timely decisions. The results herein suggest that the county government has, to a large extent, established the technological infrastructure necessary for efficient service delivery. However, the 24% who disagreed pointed out that the infrastructure is still insufficient and requires additional resources.

The respondents were also asked if proper allocation of physical resources improves the delivery of public services. The majority of respondents, 57.2%, agreed or strongly agreed that proper allocation of physical resources improves service delivery to the public. While 33.6% of respondents disagreed or strongly disagreed, 9.2% were neutral. This suggests that service delivery would improve if the county were given sufficient physical resources. The World Bank (2013) opines that devolution was set up to improve services to the citizens in the counties, and therefore 57.2% leaves a lot of room for improvement. Additional funding and, by extension, an increase in service delivery equipment may satisfy the 33.6% who disagreed with this indicator.

The study also wanted to know if the availability of appropriate technological infrastructure improves the delivery of public services. The greater part (70.1%) of the respondents concurred or firmly concurred that the accessibility of suitable innovative foundations further develops public help conveyance. Nonetheless, 13.8% were impartial, while 16.1% differed or emphatically disagreed. This suggests that county governments' service delivery would greatly improve if the government provided sufficient funding for technological infrastructure. This confirms findings by Ougo (2010) that ICT infrastructure improved service delivery in the Office of the Vice President and Ministry of Home Affairs.



The distribution of the indicator that physical resource allocation is always based on priority was also determined by the results. The greater part (46.5%) of the respondents concurred or firmly concurred that actual asset allotment is constantly founded on need. However, 33.2% disagreed or strongly disagreed, while 20.3% were neutral. This means that, generally, actual asset allotment does not depend on need. This may indicate that resources are misallocated to undesirable areas, necessitating poor service delivery. The county should therefore operate within the advice of Rogers and Garrick (2006), who concluded that resource allocation should be provided in an open and consistent framework of budgetary decisions that enhances accountability.

Concerning the question of whether powerful and productive utilization of public assets is tied to the execution of any undertaking, The greater part (59%) of the respondents disagree or emphatically disagree that compelling and productive utilization of public assets is stuck to in the execution of any task. However, 33.2% agreed or strongly agreed, while 7.8% were neutral. This demonstrates that, by and large, assets are not utilized proficiently, necessitating wastages that may have been seen by the individuals who dissent, prompting unfortunate help conveyance. Njagi et al. (2018) found that despite the inadequacy of funds, management may play a critical role by channeling available resources to priority areas to improve performance.

Concerning the question of whether principles of public expenditure are adhered to when county projects are implemented, the majority of respondents (53.4%) strongly disagreed or disagreed that principles of public expenditure are adhered to when all county projects are implemented. Nonetheless, 18.4% were unbiased, while 28.1% of the respondents concurred or unequivocally concurred. This suggests that numerous public use standards are spurned, and thus the consumption may not be in accordance with normal residents' prerequisites.

The outcomes likewise resolved the conveyance of the marker that adherence to standards of public use in the execution of all district projects improves public help conveyance. The majority of respondents (65.4%) agreed or strongly agreed that all county project implementations benefit from adhering to principles of public expenditure. However, 20% disagreed or strongly disagreed, while 13.8% were neutral. This suggests that assuming the area government was to stick to the standards of public use, administration conveyance would extraordinarily move along.

The outcomes additionally resolved the dispersion of the pointer that utilization of actual assets is decisively overseen and observed. The majority of respondents, 48.8%, were in agreement or strongly agreed that physical resource use is strategically managed and monitored. Nonetheless, 10.6% of the respondents were impartial, while 40.5% concurred or emphatically concurred. This means that there is close checking and key administration of actual assets. Taking into account the individuals who differ, there is a need to lessen wastage and assign assets to additional essential regions. The World Bank (2015) confirmed that devolved services faced challenges in implementation due to poor accountability frameworks that reduce transparency and public trust. The county should therefore be advised to strictly adhere to policy documents at all times when implementing their projects.

## 2.2 Dependent Variable - Public Service Delivery

Service delivery involves the provision of essential services that meet the needs and requirements of an organization and ensure satisfactory experiences for all clients (Prakash, 2015). Nkpurukwe et al. (2020) conducted an investigation on direct marketing strategy and effective customer service delivery in Nigeria and concluded that service delivery is evidenced by the reliability of service agents in the organization. The survey in Vihiga County relating to public service delivery reflected results as indicated in Table 2. This was also based on a 5-point likert scale where: **S/D = Strongly Disagree; DIS = Disagree; NEU = Neutral; AG = Agree; S/A = Strongly Agree.**

**Table 2**

*Results for the Dependent Variable - Public Service Delivery*

	<b>Indicator</b>	<b>S/D</b>	<b>DIS</b>	<b>NEU</b>	<b>AG</b>	<b>S/A</b>
1.	Citizens receive public services at minimal costs	22.6	26.7	8.8	23.5	18.4
2.	Services provided within the required timelines	13.8	17.1	8.8	32.3	28.1
3.	Service delivery according to expectations of consumers	15.2	27.2	9.2	30.0	18.4
4.	Service delivery is non discriminatory	13.4	12.9	8.8	30.4	34.6
5.	There has been improvement in public service delivery	18.4	21.7	9.2	23.0	27.6

The first indicator of the control activities sought to find out the perception of the respondents that the citizens within the county receive public services at minimal costs. The majority (49.3%) of the respondents disagreed or strongly disagreed that the citizens within the county receive public services at minimal costs. However, 8.8% were neutral, while 41.9% agreed or strongly agreed. The results indicate that there could be wastages that cause services not to be

provided at minimal costs. The county government should therefore look for ways of reducing such waste for the purpose of improving service delivery.

The second indicator of the variable sought to find out the respondents' perception that services to citizens within the county are provided within the required timelines. The majority (60.4%) of the respondents agreed or strongly agreed that services to citizens within the county are provided within the required timelines. However, 8.8% of the respondents were neutral, while 30.9% disagreed or strongly disagreed. This indicates that Vihiga County Government is above average in providing services within the required timelines, though some services still take longer than anticipated, which should now be improved.

The third indicator sought to establish whether service delivery was according to the expectations and needs of consumers. The majority (48.4%) of the respondents agreed or strongly agreed that service delivery is done according to the expectations and needs of consumers. However, 9.2% were neutral. 42.4% disagreed or strongly disagreed. If those who agree do not exceed 70%, it is clear that, to a large extent, service delivery is not done according to consumers' expectations, which calls for quick action in order to improve service delivery.

Respondents' opinions were sought on whether service delivery is non-discriminatory. The majority (65%) of the respondents agreed or strongly agreed that service delivery in Vihiga County is nondiscriminatory. However, 8.8% were neutral, while 26.3% disagreed or strongly disagreed. This implies that, to a greater extent, service delivery in Vihiga County is non-discriminatory. However, a low degree of discrimination is witnessed, as evidenced by those who disagree.

As to whether there has been overall growth and improvement in public service delivery in the county, the majority (50.6%) of the respondents agreed or strongly agreed that there has been overall growth and improvement in public service delivery in the county. However, 9.2% were neutral, while 40.1% disagreed or strongly disagreed. This implies that the Vihiga County government has made good efforts to improve public service delivery. Considering the 40.1% who disagreed, efforts should therefore be made to strengthen strategies in order to achieve high customer service effectiveness, as recommended in the study by Nkpurukwe (2020).

The World Bank (2012) confirmed that a devolved system of government is a way of ensuring efficient service delivery to citizens. Maina (2017) concluded in his study that budgeting, stakeholder participation practices, and regulatory practices had a positive effect on service delivery. Vihiga County should therefore strictly adhere to policy guidelines in addition to holding regular public review meetings to address issues that negatively affect their performance in service delivery.

### 2.3 Inferential Statistics

The study went on to perform a regression analysis to ascertain the connection between strategies for allocating physical resources and the delivery of public services. The correlation matrix showed an  $r$  of 0.621, indicating that Vihiga County government's public service delivery is significantly influenced by physical resource allocation strategies. Table 3 shows the results of the coefficients:

**Table 3**  
*Regression Coefficients*

Model	Unstandardized Coefficients		t	Sig.
	$\beta$	Std. Error		
(Constant)	.492	.067	7.314	.000
Physical Resource Allocation (without government regulation)	.649	.083	7.819	.001
Physical Resource Allocation (with government regulation)	.670	.144	4.236	.010

The regression model's estimates of the regression coefficient shown in the table reflect the significance with  $\beta = .649$ ,  $p$ -value = 0.01, and  $t = 7.819$ . The coefficient estimate's  $P$ -value is less than 0.05, indicating significance at the 95% confidence level. According to this significant estimate, the levels of the public service delivery index without government regulation would rise by 0.649 units if physical resource allocation strategies were increased by one unit in county government. However, with government regulation, the coefficient gauge of actual physical resource distribution is  $\beta = .670$ ,  $t = 4.236$ , and  $p$ -value = 0.010. The coefficient estimate's  $P$ -value is less than 0.05, indicating significance at the 95% confidence level. According to this significant estimate, the public service delivery index would rise by 0.670 units for county governments subject to government regulation if the levels of physical resource allocation strategies increased by one unit. Therefore, the study adopted the alternative hypothesis that physical resource allocation strategies significantly influence public service delivery in Vihiga County government rather than rejecting the null hypothesis

that physical resource allocation strategies have no significant effect. Therefore, this study concurs with Kimilu (2020) that policy formulation and reviews ought to be addressed and carried out in order to achieve high-quality service delivery in this county.

## V. CONCLUSIONS & RECOMMENDATIONS

### 5.1 Conclusions

The hypothesis that strategies for allocating resources positively influence the delivery of public services served as the basis for this study. The theoretical and empirical literature was examined, and a conceptualization of the connection between strategies for allocating resources and the provision of public services was carried out. The specific objectives provided direction for the empirical testing of the hypothesized relationship. The effect of physical resource allocation strategies on public service delivery in Vihiga County, Kenya, was the study's primary objective. Results for the relapse model show a R-square of 0.649 with unofficial laws and 0.670 with official laws, suggesting that 64.9% of the variety of openly administered conveyance is made sense of by the model assuming there are no administration guidelines and 67% of the variety of openly administered conveyance is made sense of by the model assuming that there are official laws. These results confirm that when physical resource allocation strategies improve, public service delivery also improves. Physical resource allocation strategies improve when the government and other development partners allocate adequate resources to finance infrastructural development, including the supply of adequate machines and equipment, adequate technological infrastructure, and adherence to principles of public expenditure when implementing all projects. Through these results, the researcher has established and therefore concluded that there exists a positive and significant relationship between physical resource allocation strategies and public service delivery in Vihiga County Government.

### 5.2 Recommendations

In light of the study findings, the government and other development partners should ensure adequate allocation of resources to finance infrastructure development, machines, and equipment. In addition, there should be adequate technological resources for monitoring the provision of services and financial management, and county governments should strictly adhere to principles of public expenditure when implementing projects so that funds allocated to counties may offer maximum social benefit.

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